

Office of Information and Technology Office of Information Security Risk Management and Incident Response Incident Resolution Team



Monthly Report to Congress of Data Incidents

December 2 - 29, 2013

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Date of Initial DBCT Review
PSETS0000097549	Mishandled/ Misused Physical or Verbal Information	VBA Sioux Falls, SD	12/2/2013	12/3/2013	
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VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599668	12/2/2013	INC000000329851	N/A	N/A	N/A	1	

Veteran A was mailed an award letter with Veteran B's Social Security Number on the header of pages two and three.

Incident Update

12/02/13:

Veteran B will be sent a letter offering credit protection services.

Resolution

The employee was counseled on correct mailing procedures.

DBCT

No DBCT decision was required. There were a total of 99 Mis-Mailed incidents this reporting period. Because of repetition, the other 98 are not included in this report, but are included in the "Mis-Mailed Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.

Security Privacy Ticket Number		cident Гуре	Oı	rganization			ate ened		Date Closed	Date of Initial DBCT Review
PSETS0000097551	Physic	dled/ Misused al or Verbal ormation	VISN 04 Butler, PA	1		12/2	/2013		12/3/2013	
VA-NSOC	Date	US-C	ERT	Date OIG	R	enorted	OIC Ca	SP	No. of Credit	No of Loss

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599669	12/2/2013	INC000000329873	N/A	N/A	N/A		1

A Veteran was admitted to the long term care facility at VA Butler Healthcare. He had opted out of the facility directory. VA staff received a phone call and forwarded the phone call to the patient's room.

Incident Update

12/02/13:

The Veteran will be sent a notification letter.

Resolution

The Privacy Officer will be working with staff to have groups that may get phone calls or visitors to look at procedures to make sure all staff know who has opted out of the facility directory and who has not opted out of the directory. Education on the process will be provided.

DBCT

No DBCT decision was required. There were a total of 67 Mis-Handling incidents this reporting period. Because of repetition, the other 66 are not included in this report, but are included in the "Mis-Handling Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.

Security Privacy Ticket Number			cident Cype	O	rganization			ate ened	Date Closed	Date of Initial DBCT Review
PSETS000009761	PSETS0000097611 Mishandled/ Misused Physical or Verbal Information		al or Verbal	VHA CMOP Leavenworth, KS		12/3/	/2013	12/4/2013		
VA-NSOC Incident		ate CERT	US-C	se	Date OIG Notified		eported to OIG	OIG Ca Numbe	No. of Credit Monitoring	No. of Loss Notifications

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599736	12/3/2013	INC000000330308	N/A	No	N/A		1

Patient A received a prescription intended for Patient B. Patient B's name, address, and type of medication were compromised. Patient A reported the incident to the Denver VA Medical Center and a replacement has been requested for Patient B. The Leavenworth Consolidated Mail Outpatient Pharmacy (CMOP) investigation concludes that this was a CMOP packing error.

Incident Update

12/03/13:

Patient B will be sent a notification letter.

Resolution

The CMOP employee was counseled and retrained in proper packing procedures.

DBCT

No DBCT decision was required. This is informational for Mis-Mailed CMOP incidents. There were a total of 6 Mis-Mailed CMOP incidents out of 6,016,180 total packages (9,057,822 total prescriptions) mailed out for this reporting period. Because of repetition, the other 5 are not included in this report, but are included in the "Mis-Mailed CMOP Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter.

Security Privacy	Incident	Organization	Date	Date	Date of Initial
Ticket Number	Type		Opened	Closed	DBCT Review
PSETS0000097740	Missing/Stolen Equipment	VISN 02 Buffalo, NY	12/5/2013	12/17/2013	12/17/2013

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599857	12/5/2013	INC000000331201	N/A	N/A	N/A		

The VA Western New York Healthcare System, Buffalo VA Medical Center Research Department cannot find two desktop computers assigned to their inventory list.

Incident Update

12/31/13:

The local Research Department cannot locate the items.

Resolution

The Research Department has completed a full inventory of every piece of equipment in their building. Inventory tracking is being scheduled on a more frequent basis and the Research Department has been re-educated on the importance of reporting lost IT equipment as soon as they realize there is a loss. They also have reminded employees to safeguard VA equipment at all times.

DBCT

No DBCT decision was required. This is informational for IT Equipment Inventory incidents. There were a total of 6 IT Equipment Inventory Incidents this reporting period. Because of repetition, the other 5 are not included in this report, but are included in the "IT Equipment Inventory Incidents" count at the end of this report.

· ·	Security Privacy Incident Ticket Number Type		Oı	Organization		Date Opened		Date Closed		Date of Initial DBCT Review	
PSETS0000097881	PSETS0000097881 Unauthorized Electronic Access		VISN 11 Detroit, MI		12/10/2013		12/30/2013		12/17/2013		
VA-NSOC Incident Number	US	Date -CERT otified	US-C Ca: Num	se	Date OIG Notified		eported to OIG	OIG Ca Numbe		No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599987	12/	10/2013	INC000000	0331983	N/A		N/A	N/A			

The Office of Information and Technology (OIT) shipped a brand new tablet for a hand washing project to the project manager at the Domino Farms office site. There was no personally identifiable information (PII) or protected health information (PHI) on the tablet because it was brand new. The tablet was never received at Domino Farms for signature. No one was available for signature, so the package was sent back to UPS to return to sender. UPS returned the package to the VA. The warehouse signed for the package. The tablet was delivered to the Pharmacy and paperwork was completed. The tablet has not been found and no one can account for it. The facility is still searching for it.

Incident Update

12/11/13:

This was a brand new VA tablet that was never connected to the network. It was last seen on 10/15/13. It was delivered to the Pharmacy and no one has seen it since. The Privacy Officer (PO) is checking to see if it was reported as lost to the VA Police.

12/13/13:

The tablet has not been found. The Information Security Officer (ISO) is waiting on the supervisor to be able to speak to them regarding the delivery of the tablet.

Resolution

The Police Report and Report of Survey were completed by the service. The ISO received the Police Report and uploaded the redacted report to the ticket. All employees in the service were questioned and no one recalls seeing the package. There is no further information on the investigation. The Police Report has been filed and the tablet will be put in abeyance.

DBCT

No DBCT decision was required. This is informational for missing equipment.

Security Privacy Ticket Number		cident Гуре	O	rganization			ate ened		Date Closed	Date of Initial DBCT Review
PSETS0000098353	Physic	lled/ Misused al or Verbal ormation	VISN 23 Iowa City,	, IA		12/20)/2013			12/23/2013
VA-NSOC	Date	US-C	ERT	Date OIG	R	Reported	OIG Ca	se	No. of Credit	No. of Loss

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0600442	12/20/2013	INC000000334600	N/A	N/A	N/A	2	62

A VA employee reported finding a box sitting unattended in a VA facility elevator lobby containing two notebooks that included full names, partial names, telephone numbers, and the last four numbers of SSNs of a number of Veterans. The Supervisor of the service where the information came from has been contacted. All information has been secured until further information is available.

Incident Update

12/23/13:

There are no security cameras in the area. This is still being investigated.

12/31/13:

The box was unattended for approximately one hour. The employee that left the box in the hall did not realize there was patient data in the documents. She was clearing out the file cabinet so it could be used. The staff stated that it does not appear that the box had been touched by anyone while it was sitting in the hallway. Staff believes that all items are accounted for and none were exposed to the public.

01/07/14:

Two Veterans had their names and full SSNs on documents in the box. They will be offered credit protection services. Sixty-two Veterans had full names and last four of SSN or clinical information disclosed and they will be sent HIPAA notification letters.

DBCT Decision Date: 1/7/2014

12/23/13: The DBCT requires more investigation to make a determination.

01/07/14: The DBCT determined that since the box was in a public area for an hour and no cameras were in the area that there was a moderate risk of a data breach. Two Veterans had their names and full SSNs on documents in the box. They will be offered credit protection services. Sixty-two Veterans had full names and last four of SSN or clinical information disclosed and they will be sent HIPAA notification letters.

Total number of Internal Un-encrypted E-mail Incidents	61
Total number of Mis-Handling Incidents	67
Total number of Mis-Mailed Incidents	99
Total number of Mis-Mailed CMOP Incidents	6
Total number of IT Equipment Inventory Incidents	6
Total number of Missing/Stolen PC Incidents	3
Total number of Missing/Stolen Laptop Incidents	11 (8 encrypted)
Total number of Lost BlackBerry Incidents	21
Total number of Lost Non-BlackBerry Mobile Devices	1
(Tablets, iPhones, Androids, etc.) Incidents	